

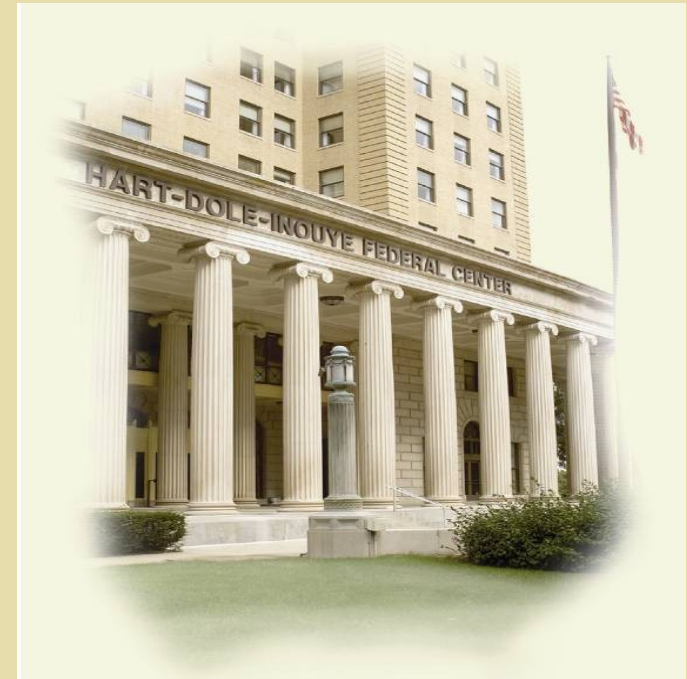


Defense Logistics Information Service

Mission...

To provide interoperable, integrated, quality logistics data and enterprise IT solutions for joint warfighters, the Military Services, the Defense Department, other Federal agencies and international partners in order to optimize the effectiveness and efficiency of the DOD Supply Chain.

Parts Standardization Management Meeting
23 - 26 July 2007
HDI Federal Center, Battle Creek, MI
DLIS-S





Defense Logistics Information Service (DLIS)

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Business Profile

Federal Logistics Information System (FLIS)
Military Engineering Data Asset Locator System
Technology Mgmt- DLIS / DRMS / DLA-C (Networks / IA / CM / Testing)
Data Integration (LINK / AV / DESX / Meta Data / Master Data / IDE)
Environmental Initiatives (HMIRS / ERLS / EPRO)
Multi-media Information (CD/DVD / On-Line / Tailored Extracts)
DOD Cataloging & Provisioning Support
Software Development & Maintenance (Web / Legacy / Contemporary)
Data Quality
E-Solutions (CCR / CAGE / IUID / DOD EMALL)
US National Codification Bureau / NATO AC/135

Scope of Business

\$601.9M DOD EMALL Sales
445,862 products distributed i.e. FEDLOG
150,930 accounts to online systems
11,714 extracts containing over 12.9B records
6.9M active NSNs in FLIS
42.1M technical data assets indexed in MEDALS
52 critical applications / 97 total applications
26 NATO and 29 "NCS sponsored" nations
344K contacts and

WORLD
Customer Interaction Center
DLIS-Support@dlis.dla.mil
1-877-352-2255
CLASS



Our Customers



Combatant Commanders...



The Military Services...



Other Government Agencies



NATO



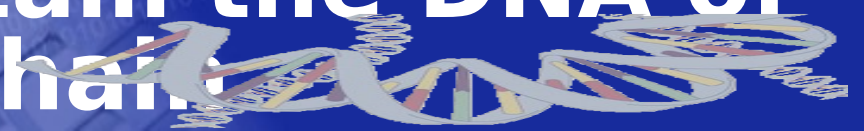
International



Contractors



Logistics Data... the DNA of the Supply Chain



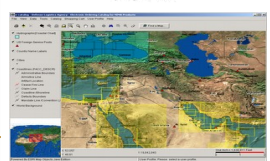
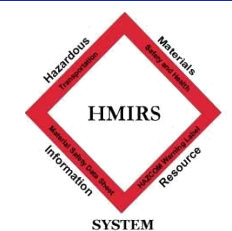
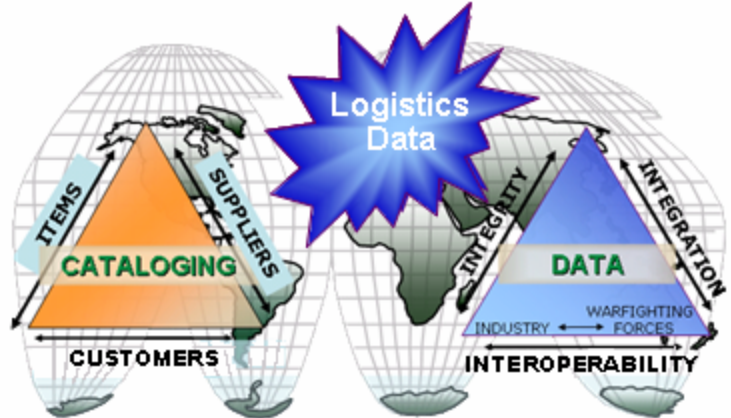
MILITARY SERVICES
INTERNATIONAL CUSTOMERS

NSN
THE KEY TO LOGISTICS

FEDERAL AGENCIES

Data Quality

HARSHBARGER FEDERAL CENTER



FLIS

CCR

Central Contractor Registration



DLA MAP

CATALOG

DOD EMALL

www.emall.dla.mil



Reference Data Environment RDE



DOMO

DEMILITARIZATION CODING MANAGEMENT OFFICE



Tailored Solutions



☆☆ **WORLD** ☆☆

Customer Interaction Center

www.dla.mil/dlis

1-877-DLA-CALL

CLASS

DAI

Control Point

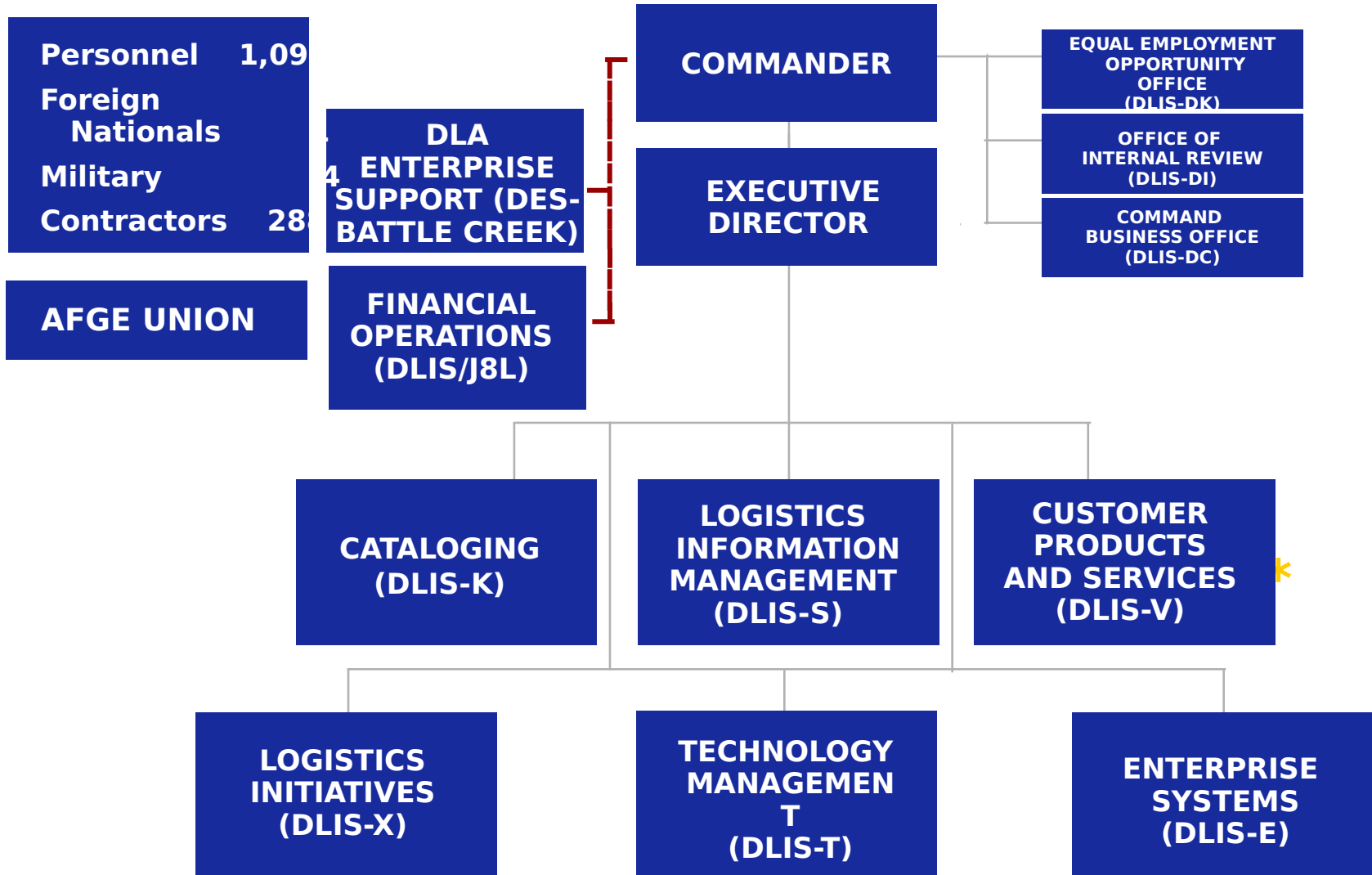
LINK



Unique Identification Registry



DLIS





Leveraging Our Core Competencies = SYNERGY

EMPLOYEE PROFILE

- 43% Hold degrees / 61% Some college
- 71% Over 10 years of service
- 48% Women
- 13% Minorities
- 49 Average age

★ Core Competencies ★

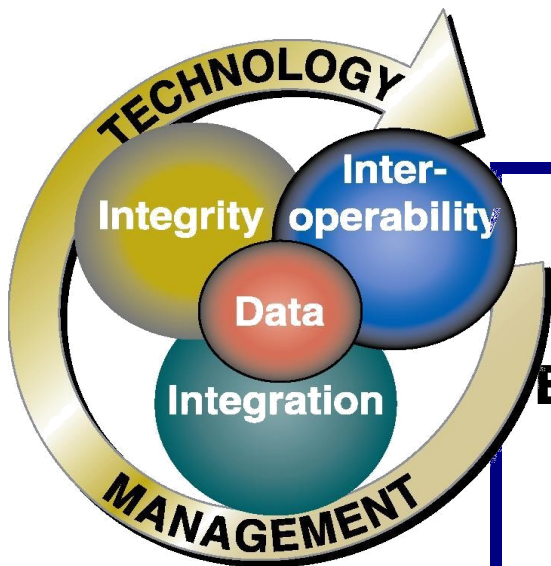
Inter-agency Program Management

Enterprise Data Management

Integrated Logistics

Information Systems

Business Process Engineering





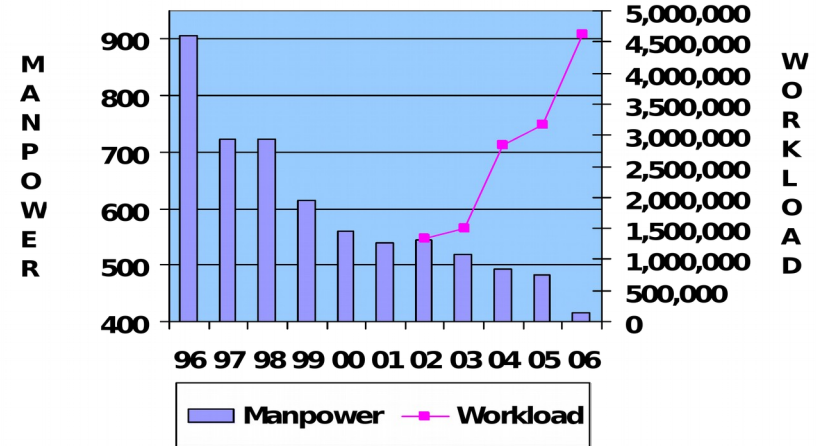
Cataloging—Where Logistics Data Begins

Continuous Improvement and We're Not Done Yet...

- 1952** Defense Cataloging Standardization Act
1 Item = 1 NSN
- 1962** Cataloging Mission to DLA
- 1997** Cataloging Consolidation at DLIS



DOD Centralized from 14 Activities to 1 in 2000 Ahead of Schedule and \$104M in Savings



Federal & International Customer Base

**Rapidly Expanding
MILITARY SERVICES**

FEDERAL AGENCIES

- * FAA
- * GSA
- * NWS
- * NGA

**INTERNATIONAL
55 Countries**

Partnership with Industry— They are adopting Our “Global Best Practice”





Cataloging ...Where Logistics

Data Pipeline

Development

In-Storage

In-Transit

In-theater

Disposal



Customer Benefits

- Lower Acquisition Costs
- Decreased Weapon System Fielding Time
- Eliminates Redundant Items and Associated Sustainment Costs
- Links Together Logistics Information for Life Cycle Support
- Increased Interoperability, Integration and Integrity

Warfighter Support - What our customers are saying...

“Thanks to DLIS efforts, we’re able to get a new system engaged in Global War on Terrorism.... that enables them to sustain enhanced capability... I can’t thank you enough ... ABSOLUTE PROFESSIONALS!”

Quoted from Capt Richard Scott, WPAFB

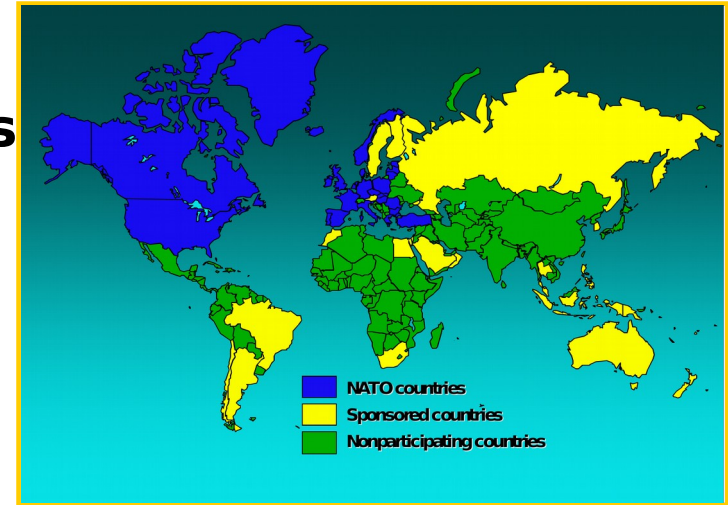
“Great job...that’s the fastest NSN turnaround I’ve ever seen in my 25 years in technical!”

Quoted from John Woloszyn, DSCP



International Cataloging

- **NATO Codification System (NCS)**
 - Based on US rules & standards
 - 55 nations
 - Key to logistics interoperability
 - Future is eOTD (ISO 22745/8000)
 - NATO Allied Committee 135 manages NCS
- **DLIS Services Provided**
 - US Codification Bureau
 - In-theater cataloging support/training
 - NCB College (8th year)
 - Cataloging pubs in 17 languages



Improved
Ribbon
Bridge

1070F HET
SCREW, MACHINE = Sroub,
montážní
=SCHROEF, MACHINE
=SCHRAUBE,
SCHLITZKOPF=VITE PER
METALLO =WKREŤ DO



Logistics Information Management

- **Federal Catalog System (FCS)**
 - Procedures, policy, tools
- **Federal Logistics Information System (FLIS)**
 - 6.9M NSNs and associated data elements
- **eBusiness Systems**
 - CCR / CAGE, FedReg, IUID
 - DOD EMALL
- **Environmental Systems**
 - Environmental Reporting Logistics System (ERLS)
 - Hazardous Materials Information Resource System (HMIRS)



DEMIL Coding

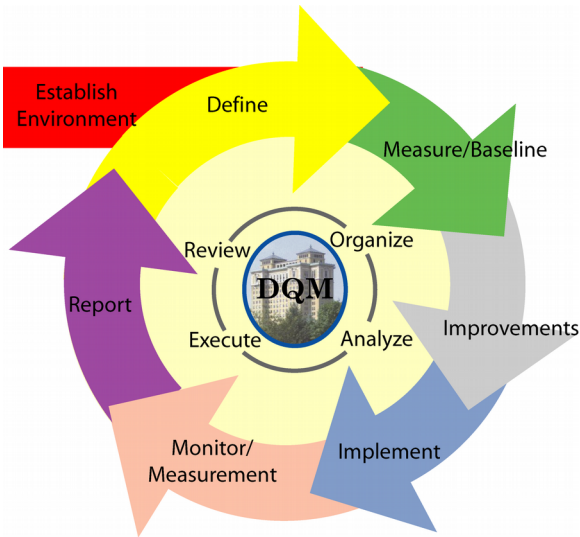
- **Mission - Validate DEMIL Codes**
- **Functions**
 - Review all new and existing NSNs
 - DEMIL Challenge Program
 - Special Projects: Department of State, Department of Commerce and Law Enforcement Agencies
- **Metrics**
 - 1-10 day response times
 - 2.7 Million NSNs reviewed
 - 99% DEMIL coding accuracy
- **Customers**
 - MOAs (DRMS, FAA, USPS, DLA ICPs, NATO, AF, Navy - MC Tentative)
 - Coding Permissions
 - Allows DLIS to change DEMIL Codes overnight - real time data
 - MOU: Army - DEMIL Codes Changed 10 days after DLIS Review



Data Quality Methodology

The Process

People
Process
Technology



Action Plan

Define - Identify Data Issues

Measure - Apply appropriate metrics.

Improvements - Address needed enhancements.

Implement - Initiate approved changes/corrections.

Monitor - Re-measure for effectiveness.

Report - Document

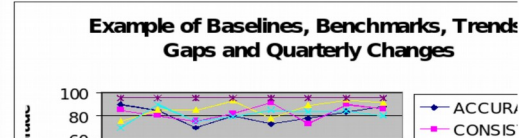
System/Product DQ Baseline

Overall J 6B quality assessment of FLIS on DLA Mgd NIINs/DRNs where FLIS or BSM is the authoritative source

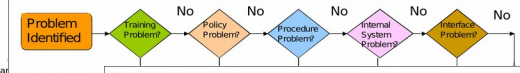
Process Step - Measure/Baseline
A - Accuracy CN - Consistency CR - Currency CM - Completeness NM - Not Measured

| DQ ISSUES | A | CN | CR | CM | Over all | A | CN | CR | CM | Over all |
|--------------------------|------|------|------|-----|----------|----|------|----|------|----------|
| 3. Shelf Life Code | 100% | 100% | 100% | 98% | 92.7% | NM | 100% | NM | 100% | 100% |
| 6. Quantity Per Assembly | | | | | | | | | | |

System/Product Benchmark



Root Cause Analysis



System/Program Approval/Assistance

| | | | | |
|---|---|--------------|-------------------|---------------------------|
| Target Population: Example: FLIS | Issues/Needs/Concerns: Address any known conflicts regarding suggested improvement; any methods or tools required; and overall concerns. | | | |
| Process: Describe the process | Characteristic | Grade | Percentage | Methodology |
| Problems/Errors: Describe the problems or deficiencies found | Accuracy | C | 68% | Complete extract all NSNs |
| | Consistency | Y | 82% | Complete extract all NSNs |
| | Currency | G | 95% | Complete extract all NSNs |
| | Completeness | O | 75% | Complete extract all NSNs |
| Measurable observations: Annotate the findings | Recommendations: | | | |
| Desired improvement or need: | | | | |

PMDS: Mary Faber Brad Williams, DLIS-SXS Participants: SXS/SIQ
Overall Grade: Y Date Briefed:

The Results

Accuracy
Consistency
Currency
Completeness

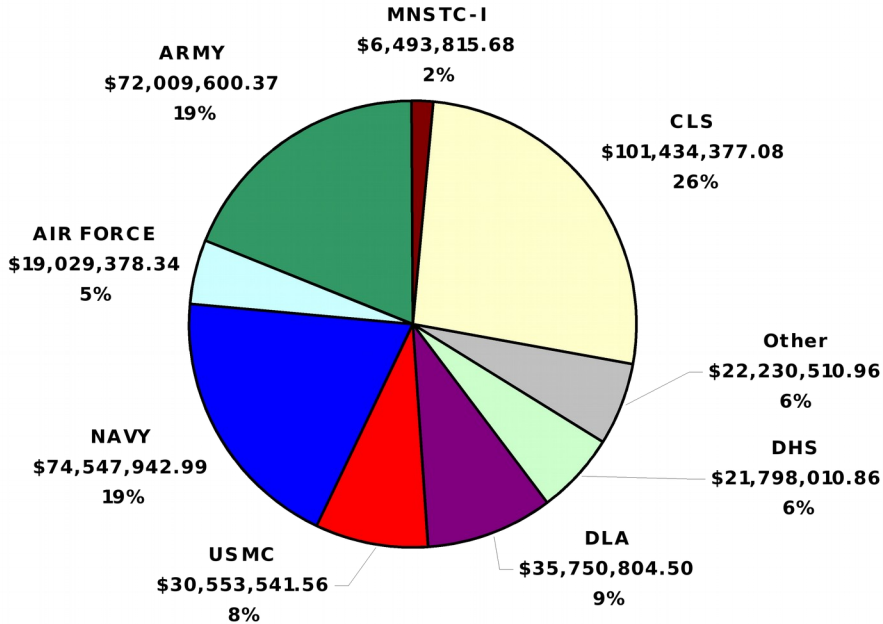


<http://www.dlis.dla.mil/qdb>

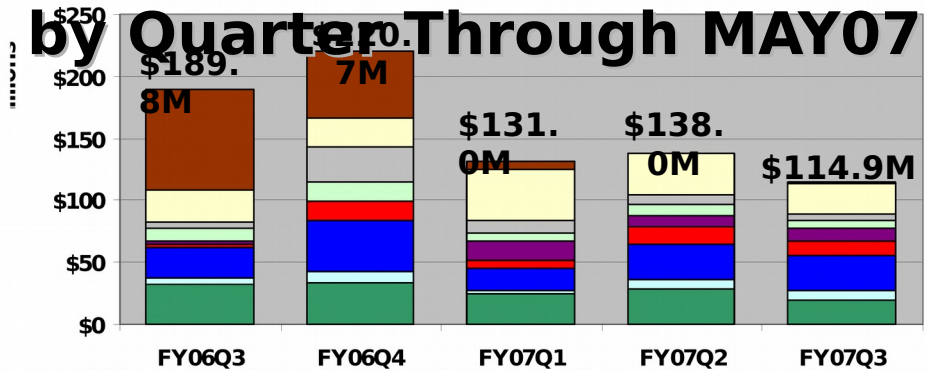


DOD EMALL

DOD EMALL FY07 Sales YTD by Service



DOD EMALL Order Value by Customer



| Agency | FY06 Actual | FY07 Actual to Date |
|-------------|-------------|---------------------|
| MNSTC-I | \$169.9 | \$6.5 |
| Non-MNSTC-I | \$432.1 | \$377.4 |
| CLS | \$131.1 | \$101.4 |
| Other | \$42.0 | \$22.2 |
| DHS | \$40.1 | \$21.8 |
| DLA | \$3.9 | \$35.8 |
| USMC | \$20.0 | \$30.6 |
| NAVY | \$79.7 | \$74.5 |
| AIR FORCE | \$15.7 | \$19.0 |
| ARMY | \$99.4 | \$72.0 |
| TOTAL | \$601.9 | \$383.8 |

Order and Customer Statistics

Actual Cumulative Orders: May07 = 881K

Catalogs on DOD EMALL: May07 = 1,431

DOD EMALL Customers: May07 = 42,991

DOD EMALL Buyers: May07 =



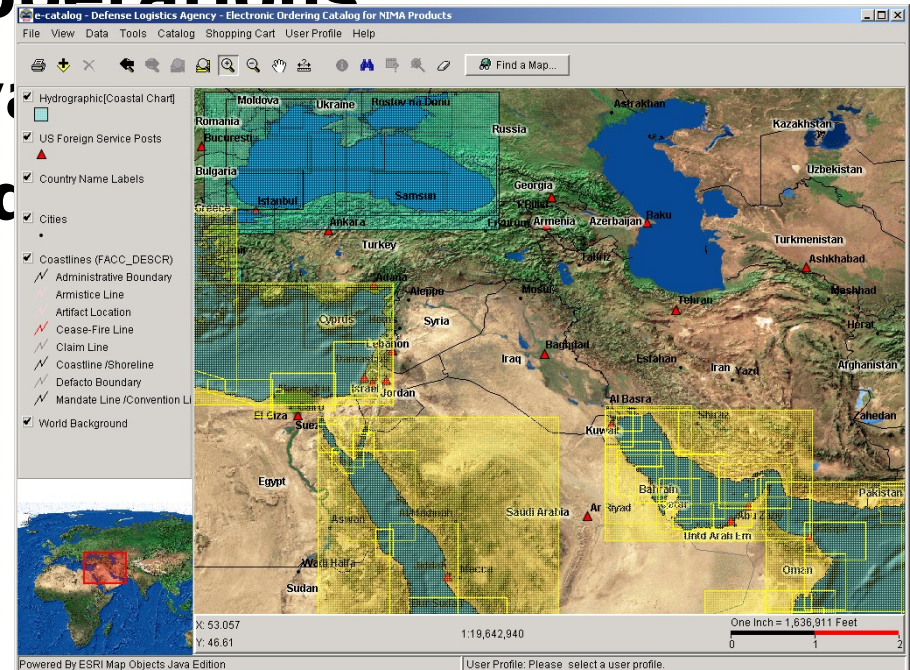
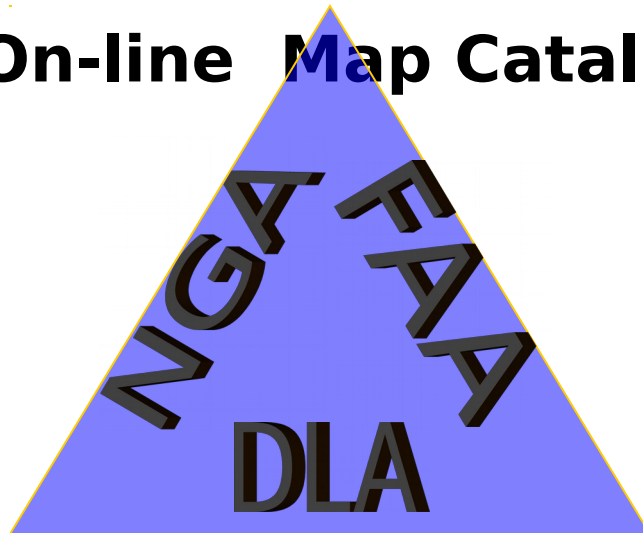
Customer Products and Services

- **We manage and market DLIS programs/products**
 - **FED LOG...Federal Catalog of the inventory**
 - **DLA Map Catalog...Point & click ordering of world-wide maps**
 - **WebFLIS...On-line access to real time updates to FLIS via the Web**
 - **DEMIL...Bi-monthly CD product that links DEMIL code to NSN**
 - **MEDALS...Index of DOD tech drawings and storage locations**
 - **UDR...Commercial & DOD view of medical supplies**
 - **Tailored Data Products...customized products that meet the customers logistics informational needs**
- **We provide services that support all DLIS products**
 - **Customer Training...classroom, distributed learning, CBT, web-based**
 - **Battle Creek Customer Interaction Center responds to customer queries for all of DLA's business processes...around the clock**



DLA Map Catalog

- Map identification and ordering tool
- 6,000 catalogs to 4,000 military customers
- 1,200 classified catalogs to 900 military customers
- Supports all military operations
- Public Sale catalog available
- On-line Map Catalog





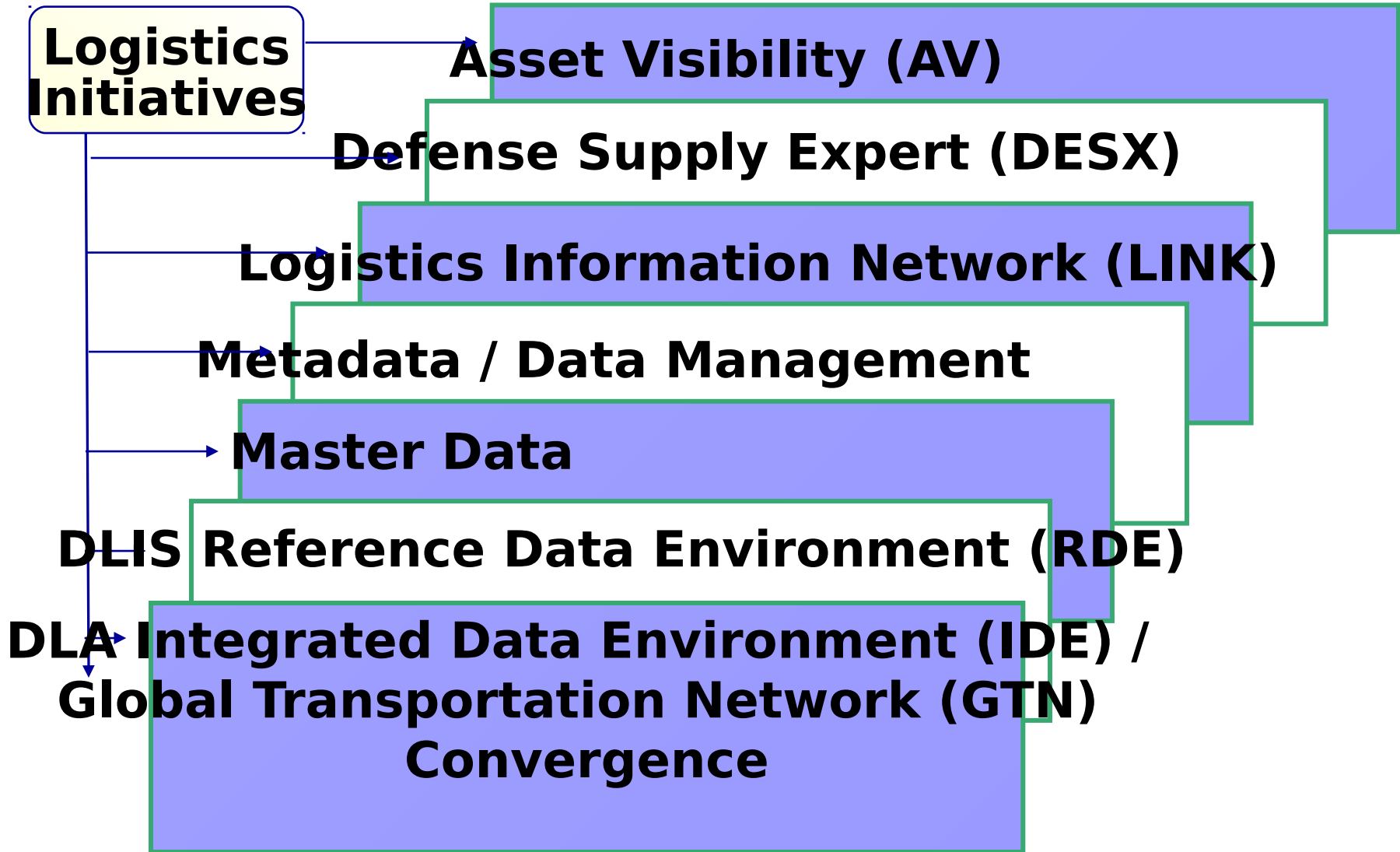
Battle Creek Customer Interaction Center (CIC)

- **The Federal Center's CIC roots go back to the**
- **Started as a 24/7 operation right after 9/11**
- **Answers over 2,000 calls per day (M-F)**
- **Receives 70% of DLA Enterprise calls worldwide**
- **Maintains World Class metrics**
 - **Average Speed to Answer...less than 30 seconds**
 - **Service Level... 80% of calls answered in less than 30 seconds**
 - **Abandon Rate....less than 2% hang-ups while waiting for service**
- **Receives kudos from all Military Services, most Federal Agencies and hundreds of contractors**
- **CIC agents are Peckham contractors who place employees from the National Institute for the Severely Handicapped (NISH)**



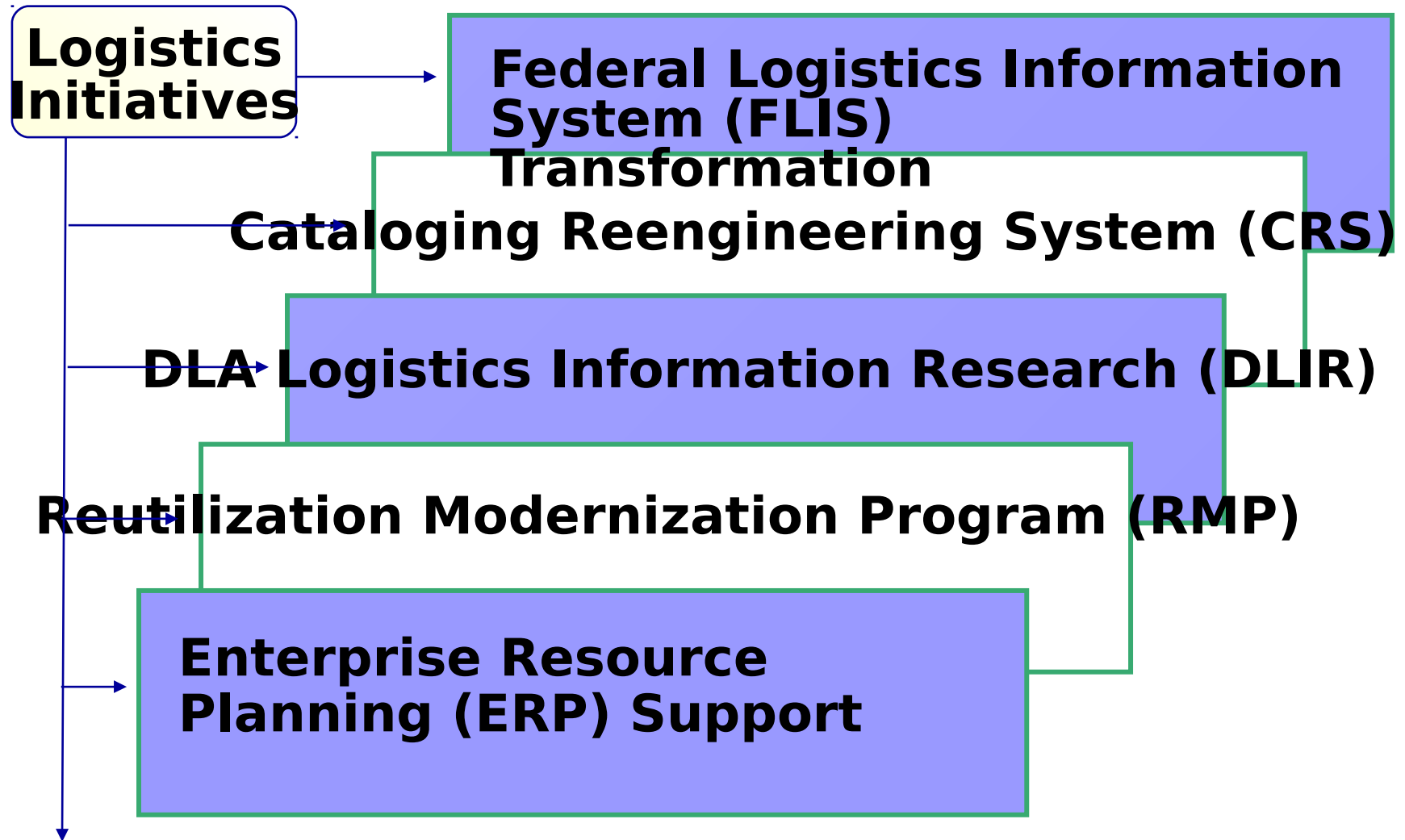


Logistics Initiatives





Logistics Initiatives





Enterprise Systems

Providing Best Value IT Solutions

**Emerging
Systems**

**Technical Advice
& Oversight**

**Process
Reengineering
Knowledge/Skill
Development**

Risk Mitigation

eWP / CRM

FLIS / RDE

RMP

**System
Sustainment**

**System Changes
& Enhancements**

**Problem
Resolution
Customer
Support/Assistance**

**Contractor
Technical
Oversight**



Technology Management

Defense Logistics Information Service
"A Defense Logistics Agency Activity"

INFORMATION ASSURANCE

INFRASTRUCTURE

COMMUNICATIONS

DLA ENTERPRISE SUPPORT

Providing Interoperable and Integrated IT Solutions

IT HELP DESK

CONFIGURATION MANAGEMENT

TESTING

METRICS PBA MANAGEMENT

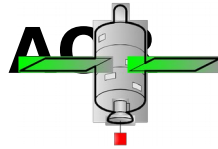
Defense Reutilization & Marketing Service





Support Of Contingency Operations

- **Primary Service Provider (PSP) responsible for IT support solutions for DLA Contingency Operations Worldwide**
- **Broadband Satellite Communication (SATCOM) voice/data connectivity in the ACP**



HDI FEDERAL CENTER BATTLE CREEK



FORWARD DEPLOYED OPERATIONS





Data is the DNA ...

